

Date: 2013-06-30

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App

Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

My name is Isabel Duarte. I am a twenty-one year old college senior. Both of my parents are profoundly hearing impaired. They have always worked hard to provide for my three siblings and I, to make our lives easier and more enjoyable. Now is the time where my parents need the help of my siblings and I so the same can be done for them.

I am writing this letter to say that the product InnoCaption would make a tremendous difference in their lives both professionally and personally. Deafness and hearing impairment are not accommodated by society with the same level of attention as other impairments. Building codes require physical accessibility for those with mobility troubles, but there are no measures taken to facilitate communication between those who have trouble hearing and those who don't; the real lapse is when hearing people don't even know how they would go about facilitating an interaction or an event for a deaf person. As a deaf or hearing impaired individual, it can become extremely frustrating living in a community whose communication revolves around cell phones. Many deaf and hearing impaired individuals rely on lip reading to understand what a person is saying to them. Cell phones eliminate the visual element of a conversation, making what could be a quick exchange a stressful, frustrating, and confusing attempt to pinpoint what the person is trying to say on the other end. Trying to communicate through cell phone calls as a hearing impaired individual is like trying to continue a conversation on your phone when you have nearly no reception. The only difference is, hearing impaired individuals can't just find better reception and call back. Cell phone calls are always a struggle. The way American society is structured is not accessible to the deaf and hearing impaired. But, if InnoCaption is approved, deaf and hearing impaired individuals will have the opportunity on the individual level to make their own lives and personal communication accessible.

InnoCaption would facilitate communications between my parents and all the hearing individuals who try to contact them on the phone. My parents could leave their own cell phone number with doctors, contractors, family, and friends without concern that they won't know who they are talking to when they answer a call from an unfamiliar number. I've seen my mother do reverse phone number searches for calls made on her cell just to get an idea of who she'd be speaking with before calling back. As the child of two deaf parents, I could leave their cell phone numbers listed as my emergency contact, so my parents could rightfully be contacted first in the case of an emergency, instead of my sister who would have to try to contact my parents while handling an emergency.

As the technology is available to facilitate the everyday lives and communications of not only my parents, but deaf and hearing impaired individuals all over the country, it is senseless to create a roadblock. Innocaption is technology that puts deaf and hearing impaired individuals one step closer to living lives unhindered by the inability to communicate through the same mediums as hearing individuals. Deaf and hearing impaired individuals do not have the functional equivalency of communication that is assumed of everyone by the standard methods of communication on the professional and interpersonal level. Innocaption bridges a significant portion of that gap. I am writing to strongly endorse the InnoCaption product for Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those of us with deaf and/or hard of hearing individuals in our lives; it is demanded even more so by those who are deaf and hearing impaired. We need the FCC to approve it quickly so we can begin using it now. Innocaption is the most functional and convenient accessibility technology available to deaf and hard of hearing individuals. Current technology being use like VRS, do not accommodate a busy modern lifestyle because it is the equivalent of a landline. The deaf and hearing impaired deserve the accessible communication anywhere they are, not just at home. Innocaption's technology is unmatched in its convenience and mobility. I urge the Commission to grant quick approval of this product because it is the closest thing to functional equivalency of communication via cell phone available for the deaf and hearing impaired. That kind of progress is necessary to pursue as soon as it becomes available, simply because of the profound difference it will make to so many deaf and hearing impaired people.

Thank you for taking serious note of this request.

Sincerely,

Isabel Duarte

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Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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